

**CommunityCARE  
Enrollee Satisfaction Survey**



**DRAFT**

**A Study Submitted to:**

**Louisiana Department of Health and Hospitals**

**Submitted by:**

**ACS State Healthcare Solutions**

**December 16, 2009**

## **Purpose**

At the request of the Department of Health and Hospitals (DHH), Affiliated Computer Services (ACS) conducted a CommunityCARE Enrollee Satisfaction Survey to determine enrollee satisfaction with their primary care provider (PCP) and the CommunityCARE program.

## **Target Population and Sample Size**

In accordance with the Health Plan Employer Data and Information Set (HEDIS) guidelines, ACS adopted a definition of the target population as: All CommunityCARE enrollees who have been enrolled continuously in the last six months with no more than one gap in enrollment longer than 30 days. The population consisted of enrollees randomly selected from a list of CommunityCARE members provided by the fiscal intermediary. HEDIS recommends a statistical sample size of 411 for any target population greater than 12,000 members. This sample accurately assesses results with a confidence level of ninety-five percent. The confidence level represents how often a true percentage of the population, who would pick an answer, lies within this confidence interval.

## **Survey Instrument**

The Health Plan Employer Data and Information Set (HEDIS) and the Consumer Assessment of Health Plans Survey (CAHPS) methodologies were used to design the 2009 survey instrument. Upon request from DHH, ACS updated this survey instrument with the addition of several questions. The survey instrument included questions for adults as well as children and was designed to be easy to understand and appropriate for the CommunityCARE population. Following careful review, DHH approved the new survey instrument. The instrument was beta-tested by ACS staff prior to use.

The types of questions utilized included:

- Three, four, and five point Likert Scales
- Numeric and Text Open Ended (Please refer to Appendix II for Open ended comments)
- Yes/No/Not Applicable

## **Data Collection**

The chosen method of data collection was through mail-out questionnaires and computer assisted telephone interviews. ACS Customer Service Representatives (CSRs) collected mailed in and telephone survey responses from a random sample of CommunityCARE members. ACS developed the mail out survey form and CSRs made calls using a script based on CAHPS recommendations. ACS developed and implemented a training course for CSRs to ensure inter-rater reliability and avoid the skewing of data due to surveyor bias. ACS's Information Technology (IT) Department used a program proven to capture important data and compiled the data obtained from the survey for further analysis. Using the data collected, ACS summarized the findings.

## Summary of Survey Findings

1	What language do you mainly speak at home?	Adult	% Adult	Child	% Child	Total
	English	206	100.0%	194	96.0%	400
	Other - See appendix 1	0	0.0%	8	4.0%	8
	Total	206	100.0%	202	100.0%	408
	Skipped/Missing	0		2		2

2	Who is your CommunityCARE doctor and your child's CommunityCARE doctor?	Adult	% Adult	Child	% Child	Total
	Name or Clinic-See appendix 1	184	94.8%	189	97.9%	373
	Don't know	10	5.2%	4	2.1%	14
	Total	194	100.0%	193	100.0%	387
	Skipped/Missing	12		11		23

3	Is this the same doctor you/your child went to before being assigned to CommunityCARE?	Adult	% Adult	Child	% Child	Total
	Yes	116	61.4%	128	64.0%	244
	No	73	38.6%	72	36.0%	145
	Total	189	100.0%	200	100.0%	389
	Skipped/Missing	17		4		21

4	Did you choose this doctor from the Choice Letter that was mailed to you?	Adult	% Adult	Child	% Child	Total
	Yes	19	22.9%	21	29.2%	40
	No, I called in and chose a doctor	30	36.1%	32	44.4%	62
	I don't know what you are talking about	4	4.8%	2	2.8%	6
	No, I was assigned a doctor	30	36.1%	17	23.6%	47
	Total	83	100.0%	72	100.0%	155
	Skipped/Missing	123		132		255

5	When you became aware that you or your child was assigned to a CommunityCARE doctor, did you change to a different doctor?	Adult	% Adult	Child	% Child	Total
	Yes	26	41.3%	16	31.4%	42
	No	37	58.7%	35	68.6%	72
	Total	63	100.0%	51	100.0%	114
	Skipped/Missing	143		153		296

6	Why did you change doctors?	Adult	% Adult	Child	% Child	Total
	Office too far away	6	21.4%	21	29.2%	27
	Had to wait too long for an appointment	3	10.7%	32	44.4%	35
	Wanted my/my child's regular doctor	5	17.9%	2	2.8%	7
	Not satisfied with the care	5	17.9%	17	23.6%	22
	Other - See appendix 1	9	32.1%	0	0.0%	9
	Total	28	100.0%	72	100.0%	100
	Skipped/Missing	123		132		255

7	How easy was it to change your CommunityCARE doctor?	Adult	% Adult	Child	% Child	Total
	Easy	21	75.0%	14	82.4%	35
	Somewhat easy	6	21.4%	2	11.8%	8
	Not easy	1	3.6%	1	5.9%	2
	Total	28	100.0%	17	100.0%	45
	Skipped/Missing	178		187		365

8	How many times did you or your child go to your CommunityCARE doctor's office or clinic for a check up or routine care in the last 6 months?	Adult	% Adult	Child	% Child	Total
	None	41	20.8%	53	26.2%	94
	1-3	73	37.1%	121	59.9%	194
	4 or more	83	42.1%	28	13.9%	111
	Total	197	100.0%	202	100.0%	399
	Skipped/Missing	9		2		11

9	How many days did you or your child usually have to wait between making a regular appointment and seeing your CommunityCARE doctor?	Adult	% Adult	Child	% Child	Total
	Same day	37	24.0%	56	38.9%	93
	Next day	28	18.2%	32	22.2%	60
	2 to 5 days	36	23.4%	29	20.1%	65
	One week	10	6.5%	10	6.9%	20
	Two weeks	6	3.9%	7	4.9%	13
	Three weeks	7	4.5%	3	2.1%	10
	One month or more	28	18.2%	7	4.9%	35
	Could not get an appointment	2	1.3%	0	0.0%	2
	Total	154	100.0%	144	100.0%	298
	Skipped/Missing	52		60		112

10	Did you make any urgent appointments because you or your child was sick?	Adult	% Adult	Child	% Child	Total
	Yes	89	46.4%	110	55.6%	199
	No	103	53.6%	88	44.4%	191
	Total	192	100.0%	198	100.0%	390
	Skipped/Missing	14		6		20

11	How many days did you or your child usually have to wait between making the urgent appointment and seeing your CommunityCARE doctor?	Adult	% Adult	Child	% Child	Total
	Same Day	40	44.4%	69	61.6%	109
	Next Day	24	26.7%	24	21.4%	48
	2 to 5 Days	10	11.1%	12	10.7%	22
	One Week	5	5.6%	1	0.9%	6
	Two Weeks	3	3.3%	1	0.9%	4
	Three Weeks	4	4.4%	0	0.0%	4
	One Month or More	4	4.4%	5	4.5%	9
	Total	90	100.0%	112	100.0%	202
	Skipped/Missing	116		92		208

12	When you go to your appointment, about how much time do you or your child usually spend in the waiting room before being seen?	Adult	% Adult	Child	% Child	Total
	Less than 15 Minutes	34	16.8%	9	21.4%	43
	Less than 30 Minutes	79	39.1%	17	40.5%	96
	About 45 Minutes	43	21.3%	6	14.3%	49
	About 1 Hour	23	11.4%	6	14.3%	29
	More than 1 Hour	23	11.4%	4	9.5%	27
	Total	202	100.0%	42	100.0%	244
	Skipped/Missing	4		162		166

13	How satisfied are you with the amount of time your doctor spends with you or your child during the appointment?	Adult	% Adult	Child	% Child	Total
	Satisfied	99	61.9%	25	78.1%	124
	Neither Satisfied nor Dissatisfied	51	31.9%	6	18.8%	57
	Dissatisfied	10	6.3%	1	3.1%	11
	Total	160	100.0%	32	100.0%	192
	Skipped/Missing	46		172		218

14	Please rate your satisfaction with your or your child's CommunityCARE doctor:	Adult	% Adult	Child	% Child	Total
	Very Satisfied	79	56.4%	97	67.4%	176
	Neither Satisfied nor Dissatisfied	51	36.4%	41	28.5%	92
	Very Dissatisfied	10	7.1%	6	4.2%	16
	Total	140	100.0%	144	100.0%	284
	Skipped/Missing	66		60		126

15	In the last 6 months, have you or your child missed any appointments with your CommunityCARE doctor or specialist?	Adult	% Adult	Child	% Child	Total
	Yes	37	18.6%	33	16.2%	70
	No	162	81.4%	171	83.8%	333
	Total	199	100.0%	204	100.0%	403
	Skipped/Missing	7		0		7

16	When you knew you or your child was unable to keep the scheduled appointment with the doctor, did you call the doctor to cancel or reschedule the appointment?	Adult	% Adult	Child	% Child	Total
	Yes	31	86.1%	27	90.0%	58
	No	5	13.9%	3	10.0%	8
	Total	36	100.0%	30	100.0%	66
	Skipped/Missing	170		174		344

17	Was there a reason why the appointment(s) were missed?	Adult	% Adult	Child	% Child	Total
	Forgot	13	46.4%	8	33.3%	21
	Had to work during regular office hours	0	0.0%	11	45.8%	11
	Transportation Problem	16	57.1%	9	37.5%	25
	Other-See Appendix 1	12	42.9%	4	16.7%	16
	Total	28	100.0%	24	100.0%	52
	Skipped/Missing	165		172		337

18	What would you suggest as a way to help you remember you or your child's doctor's appointments?	Adult	% Adult	Child	% Child	Total
	Reminder card in the mail	67	43.5%	79	64.8%	146
	Telephone Call	100	64.9%	89	73.0%	11
	No Suggestion	27	17.5%	24	19.7%	51
	Other-See Appendix 1	27	17.5%	9	7.4%	36
	Total	154	100.0%	122	100.0%	276
	Skipped/Missing	12		3		15

19	If you or your child's CommunityCARE doctor had appointments available in the morning (before 8:00 AM), late afternoon (after 5:00 PM) or on Saturday, which one would be best for you?	Adult	% Adult	Child	% Child	Total
	Before 8:00 AM	65	55.6%	43	32.6%	108
	After 5:00 PM	19	16.2%	28	21.2%	47
	Saturday	41	35.0%	41	31.1%	82
	Any of the Above	40	34.2%	67	50.8%	107
	None of the Above	36	30.8%	24	18.2%	60
	Total	117	100.0%	132	100.0%	249
	Skipped/Missing	5		1		6

20	In the last 6 months, how many times did you or your child need medical care after regular office hours?	Adult	% Adult	Child	% Child	Total
	None	115	56.9%	134	67.3%	249
	1	22	10.9%	29	14.6%	51
	2 to 4	46	22.8%	31	15.6%	77
	5 to 9	13	6.4%	4	2.0%	17
	10 or More	6	3.0%	1	0.5%	7
	Total	202	100.0%	199	100.0%	401
	Skipped/Missing	4		5		9

21	Did you call your CommunityCARE doctor or your child's CommunityCARE doctor for after hours medical care?	Adult	% Adult	Child	% Child	Total
	Yes	29	52.7%	29	59.2%	58
	No - If no, why not?- See Appendix 1	26	47.3%	20	40.8%	46
	Total	55	100.0%	49	100.0%	104
	Skipped/Missing	151		154		305

22	Where do you or your child get after hours medical care? (May chose more than one)	Adult	% Adult	Child	% Child	Total
	After Hours Clinic	8	9.2%	43	19.5%	51
	Emergency Room	71	81.6%	139	63.2%	210
	Called the 24-Hour Nurse Helpline	2	2.3%	21	9.5%	23
	Other - Please describe	6	6.9%	17	7.7%	23
	Total	87	100.0%	220	100.0%	307
	Skipped/Missing	125		20		145
23	In the last 6 months, how many times did you or your child go to the Emergency Room?	Adult	% Adult	Child	% Child	Total
	None - Go to Question 25	20	23.5%	136	68.0%	156
	1	17	20.0%	30	15.0%	47
	2 - 4	38	44.7%	33	16.5%	71
	5 - 9	6	7.1%	0	0.0%	6
	10 or more	4	4.7%	1	0.5%	5
	Total	85	100.0%	200	100.0%	285
	Skipped/Missing	121		4		125
24	Were you or your child admitted to the hospital, as an in-patient, directly from the Emergency room?	Adult	% Adult	Child	% Child	Total
	Yes	31	47.0%	12	18.2%	43
	No	35	53.0%	54	81.8%	89
	Total	66	100.0%	66	100.0%	132
	Skipped/Missing	140		138		278
25	How often was it easy for you or your child to get after hours medical care?	Adult	% Adult	Child	% Child	Total
	Never	49	28.3%	13	20.3%	62
	Sometimes	42	24.3%	23	35.9%	65
	Always easy - Go to Question 27	82	47.4%	28	43.8%	110
	Total	173	100.0%	64	100.0%	237
	Skipped/Missing	33		140		173



26	Why was it not easy for you or your child to get the after hours medical care you thought you needed?	Adult	% Adult	Child	% Child	Total
	Didn't know what to do for after hours care	27	35.1%	13	43.3%	40
	Didn't know the doctor's phone number	12	15.6%	6	20.0%	18
	Left a message at my or my child's CommunityCARE doctor's office but no one called me back	12	15.6%	1	3.3%	13
	CommunityCARE doctor's answering machine did not have a message of what to do after hours	3	3.9%	1	3.3%	4
	Some other reason, please describe	23	29.9%	9	30.0%	32
	Total	77	100.0%	30	100.0%	107
	Skipped/Missing	129		174		303

27	How do you get health information at your or your child's CommunityCARE doctor's office or clinic?	Adult	% Adult	Child	% Child	Total
	Videos	3	1.7%	9	4.6%	12
	Posters	20	11.0%	28	14.4%	48
	TV in doctor's office	19	10.5%	16	8.2%	35
	Brochures	63	34.8%	68	35.1%	131
	Office nurse	36	19.9%	39	20.1%	75
	None available	40	22.1%	34	17.5%	74
	Total	181	100.0%	194	100.0%	375
	Skipped/Missing	116		92		208

28	Does your CommunityCARE doctor or your child's CommunityCARE doctor or clinic staff talk in your language?	Adult	% Adult	Child	% Child	Total
	Yes - Go to Question 31	188	95.9%	193	96.0%	381
	No	8	4.1%	8	4.0%	16
	Total	196	100.0%	201	100.0%	397
	Skipped/Missing	10		3		13

29	Do you need an interpreter to help you talk to your doctor or your child's doctor or clinic staff?	Adult	% Adult	Child	% Child	Total
	Yes	1	10.0%	2	20.0%	2
	No - Go to Question 31	9	90.0%	8	80.0%	5
	Total	10	100.0%	10	100.0%	7
	Skipped/Missing	196		3		197

30	When you need an interpreter to help you talk with your doctor or your child's doctor or clinic staff, how often did you get one?	Adult	% Adult	Child	% Child	Total
	Never	0	0.0%	1	100.0%	1
	Sometimes	0	0.0%	0	0.0%	0
	Always	1	100.0%	1	100.0%	2
	Total	1	100.0%	1	100.0%	3
	Skipped/Missing	205		202		407

31	Specialists are doctors like surgeons, heart doctors, OB/GYN, allergy doctors, skin doctors and other doctors, who specialize in one area of healthcare. How many times did you or child see a specialist?	Adult	% Adult	Child	% Child	Total
	None - Go to Question 38	77	39.7%	116	58.9%	193
	1	28	14.4%	29	14.7%	57
	2 - 4	56	28.9%	40	20.3%	96
	5 - 9	19	9.8%	10	5.1%	29
	10 or more	14	7.2%	2	1.0%	16
	Total	194	100.0%	197	100.0%	391
	Skipped/Missing	12		7		19

32	In the last 6 months, was it easy to get referrals to a specialist for you or your child?	Adult	% Adult	Child	% Child	Total
	Never	14	14.1%	15	17.6%	29
	Sometimes	27	29.0%	18	21.2%	45
	Always - Go to question 34	72	58.5%	52	61.2%	124
	Total	99	100.0%	85	100.0%	184
	Skipped/Missing	93		119		212

33	Why was it not easy to get a referral for you or your child?	Adult	% Adult	Child	% Child	Total
	Did not know how to get a referral	14	12.4%	7	29.2%	21
	Doctor did not think I/my child needed a referral	27	23.9%	11	45.8%	38
	Other - Please describe-See Appendix 1	72	63.7%	6	25.0%	78
	Total	113	100.0%	24	100.0%	137
	Skipped/Missing	174		180		354

34	Who made the appointment with the specialist?	Adult	% Adult	Child	% Child	Total
	I did	27	25.5%	38	51.4%	65
	The doctor's office staff	79	74.5%	36	48.6%	115
	Total	106	100.0%	74	100.0%	180
	Skipped/Missing	100		130		230

35	Was it easy to get the appointment to see the specialist for you or your child?	Adult	% Adult	Child	% Child	Total
	Yes - Go to Question 37	102	87.9%	68	94.4%	170
	No	14	12.1%	4	5.6%	18
	Total	116	100.0%	72	100.0%	188
	Skipped/Missing	90		132		222

36	Why was it not easy for you or your child to get an appointment with a specialist?	Adult	% Adult	Child	% Child	Total
	Did not know where to find a list of specialists	4	28.6%	1	20.0%	5
	The specialists I had to choose from were too far away	0	0.0%	1	20.0%	1
	Did not have enough specialist to chose from	2	14.3%	2	40.0%	4
	The specialists I wanted did not take Medicaid	5	35.7%	1	20.0%	6
	Could not get an appointment at a time that was convenient	0	0.0%	0	0.0%	0
	Some other reason, please describe-See Appendix 1	3	21.4%	0	0.0%	3
	Total	14	100.0%	5	100.0%	19
	Skipped/Missing	192		199		391

37	What type of specialists have you or your child seen? (May chose more than one)	Adult	% Adult	Child	% Child	Total
	Surgeon	38	19.2%	10	11.0%	48
	Asthma	9	4.5%	13	14.3%	22
	Heart	37	18.7%	13	14.3%	50
	Allergy	9	4.5%	7	7.7%	16
	Skin	12	6.1%	3	3.3%	15
	OB/GYN	27	13.6%	7	7.7%	34
	Bone	14	7.1%	5	5.5%	19
	Mental Health	14	7.1%	8	8.8%	22
	Other - What kind?-See Appendix 1	38	19.2%	25	27.5%	63
	Total	198	100.0%	91	100.0%	289
	Skipped/Missing	92		135		227

38	Did you call the CommunityCARE Member Hotline for assistance?	Adult	% Adult	Child	% Child	Total
	Yes	21	11.1%	7	9.7%	28
	No - Go to Question 41	168	88.9%	65	90.3%	233
	Total	189	100.0%	72	100.0%	261
	Skipped/Missing	17		132		149
39	Why did you call the CommunityCARE Member Hotline? (May choose more than one)	Adult	% Adult	Child	% Child	Total
	Did not know I or my child belonged to the CommunityCARE program	1	3.6%	0	0.0%	1
	Asked about a letter I/my child received	4	14.3%	3	33.3%	7
	To get a CommunityCARE doctor for myself/my child	11	39.3%	1	11.1%	12
	To change my CommunityCARE doctor or my child's doctor	5	17.9%	1	11.1%	6
	To get a referral for myself/my child	2	7.1%	1	11.1%	3
	For a list of CommunityCARE doctors for myself/my child	2	7.1%	3	33.3%	5
	Other - Please describe	3	10.7%	0	0.0%	3
	Total	28	100.0%	9	100.0%	37
	Skipped/Missing	185		196		381

40	Please rate your overall satisfaction with the CommunityCARE Member Hotline	Adult	% Adult	Child	% Child	Total
	Very satisfied, Why?-See Appendix 1	11	84.6%	2	66.7%	13
	Neither satisfied nor dissatisfied	2	15.4%	1	33.3%	3
	Very dissatisfied - What do you suggest to improve your satisfaction?	0	0.0%	0	0.0%	0
	Total	13	100.0%	3	100.0%	16
	Skipped/Missing	193		201		394

41	Do you have access to the internet?	Adult	% Adult	Child	% Child	Total
	Yes	44	24.0%	41	48.8%	85
	No - Go to Question 45	139	76.0%	43	51.2%	182
	Total	183	100.0%	84	100.0%	267
	Skipped/Missing	23		120		143

42	Do you know the website address for CommunityCARE?	Adult	% Adult	Child	% Child	Total
	Yes	18	31.6%	11	28.2%	29
	No - The website is www.la-communitycare.com - Go to Question 45	39	68.4%	28	71.8%	67
	Total	57	100.0%	39	100.0%	96
	Skipped/Missing	149	%	165		314

43	Have you ever used the CommunityCARE website?	Adult	% Adult	Child	% Child	Total
	Yes	7	36.8%	4	33.3%	11
	No - Go to Question 45	12	63.2%	8	66.7%	20
	Total	19	100.0%	12	100.0%	31
	Skipped/Missing	187		192		379

44	Please rate your overall satisfaction with the CommunityCARE website	Adult	% Adult	Child	% Child	Total
	Very satisfied	4	80.0%	18	22.0%	22
	Neither satisfied nor dissatisfied	1	20.0%	63	76.8%	64
	Very dissatisfied	0	0.0%	1	1.2%	1
	Total	5	100.0%	82	100.0%	87
	Skipped/Missing	201		122		323

45	Do you know the toll free number to the 24-Hour Nurse Helpline?	Adult	% Adult	Child	% Child	Total
	Yes	47	25.1%	70	36.1%	117
	No - The number is 1-866-529-1681 - Go to Question 49	140	74.9%	124	63.9%	264
	Total	187	100.0%	194	100.0%	381
	Skipped/Missing	19	%	10		29

46	Have you ever called the 24-Hour Nurse Helpline with a problem or question?	Adult	% Adult	Child	% Child	Total
	Yes	13	26.5%	29	42.6%	42
	No - Go to Question 49	36	73.5%	39	57.4%	75
	Total	49	100.0%	68	100.0%	117
	Skipped/Missing	157	%	136		293

47	Why did you call the 24-Hour Nurse Helpline? (May choose more than one)	Adult	% Adult	Child	% Child	Total
	I have called them before	4	20.0%	8	25.8%	12
	Left a message with my CommunityCARE doctor, but no one returned my call	2	10.0%	1	3.2%	3
	Could not leave a message at my doctor's office or my child's doctor's office	0	0.0%	2	6.5%	2
	General health questions	8	40.0%	16	51.6%	24
	Didn't know what to do	3	15.0%	2	6.5%	5
	Other reason, Please describe-See Appendix 1	3	15.0%	2	6.5%	5
	Total	20	100.0%	31	100.0%	51
	Skipped/Missing	194		178		372

48	Please rate your overall satisfaction with the 24-Hour Nurse Helpline	Adult	% Adult	Child	% Child	Total
	Very satisfied - Why?	6	50.0%	11	57.9%	17
	Neither satisfied nor dissatisfied	5	41.7%	8	42.1%	13
	Very dissatisfied - What do you suggest to improve your satisfaction?	1	8.3%	0	0.0%	1
	Total	12	100.0%	19	100.0%	31
	Skipped/Missing	194		185		379

49	Has your general health or your child's general health improved since being assigned to the CommunityCARE program?	Adult	% Adult	Child	% Child	Total
	Yes - How?	54	37.5%	57	39.9%	111
	No - Why?	22	15.3%	19	13.3%	41
	I don't know	68	47.2%	67	46.9%	135
	Total	144	100.0%	143	100.0%	287
	Skipped/Missing	62		61		123

50	Please rate your satisfaction with all of your health care or your child's health care in the last 6 months	Adult	% Adult	Child	% Child	Total
	Very satisfied - Why?	53	44.5%	67	56.8%	120
	Neither satisfied nor dissatisfied	61	51.3%	48	40.7%	109
	Very dissatisfied - What do you suggest to improve your satisfaction?	5	4.2%	3	2.5%	8
	Total	119	100.0%	118	100.0%	237
	Skipped/Missing	87		86		173

51	Have you or your child used Non-Emergency Medicaid Transportation?	Adult	% Adult	Child	% Child	Total
	Yes	103	54.8%	54	28.3%	157
	No - Go to Question 53	85	45.2%	137	71.7%	222
	Total	188	100.0%	191	100.0%	379
	Skipped/Missing	18		13		31

52	Please rate your satisfaction with Non-Emergency Medicaid Transportation	Adult	% Adult	Child	% Child	Total
	Satisfied - Go to Question 54	68	70.1%	29	52.7%	97
	Neither satisfied nor dissatisfied - Go to Question 54	19	19.6%	22	40.0%	41
	Very dissatisfied - Go to Question 54	10	10.3%	4	7.3%	14
	Total	97	100.0%	55	100.0%	152
	Skipped/Missing	109		149		258

53	Why have you or your child not used Non-Emergency Medicaid Transportation?	Adult	Child
	Please give reason-See Appendix 1	73	124
	Skipped/Missing	133	80

54	Did anyone help you answer these questions?	Adult	% Adult	Child	% Child	Total
	Yes	40	21.1%	15	7.6%	55
	No	150	78.9%	182	92.4%	332
	Total	190	100.0%	197	100.0%	387
	Skipped/Missing	16		7		23

#### Child Related Answers Only

C 8	Are you aware of the KIDMED Well Child Check-Ups?	Answer	% Total
	Yes	170	84.2%
	No	32	15.8%
	Total	202	100.0%
	Skipped/Missing	2	

<b>C 9</b>	<b>Does your child's Doctor encourage you to have your child receive KIDMED screens?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Yes</b>	144	90.0%
	<b>No</b>	16	10.0%
	<b>Total</b>	160	100.0%
	<b>Skipped/Missing</b>	44	

<b>C 10</b>	<b>Has your child received a KIDMED screening in the last 6 months? If your child is more than 6 years old, has your child had a screening in the las 2 years?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Yes</b>	114	71.7%
	<b>No</b>	45	28.3%
	<b>Total</b>	159	100.0%
	<b>Skipped/Missing</b>	44	

<b>C 16</b>	<b>Have you talked with your child's doctor about any concerns you have with your child's development, learning or behavior?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Yes</b>	21	50.0%
	<b>No</b>	21	50.0%
	<b>Total</b>	42	100.0%
	<b>Skipped/Missing</b>	162	

<b>C 17</b>	<b>Did you receive any specific information about your concerns?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Yes</b>	17	77.3%
	<b>No</b>	5	22.7%
	<b>Total</b>	22	100.0%
	<b>Skipped/Missing</b>	182	

<b>C 25</b>	<b>Is your child up-to-date with their shots?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Yes</b>	187	92.1%
	<b>No</b>	6	3.0%
	<b>I don't know</b>	10	4.9%
	<b>Total</b>	203	100.0%
	<b>Skipped/Missing</b>	1	



<b>C 26</b>	<b>This question is for children 3 years of age or older. In the last 6 months, how many times did your child go to a dentist's office for care?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Under 3 years of age</b>	32	16.9%
	<b>None</b>	71	37.6%
	<b>1 - 3</b>	75	39.7%
	<b>4 or more</b>	11	5.8%
	<b>Total</b>	189	100.0%
	<b>Skipped/Missing</b>	15	

<b>C 27</b>	<b>What was the type of dental visit?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Routine</b>	86	96.6%
	<b>Emergency</b>	3	3.4%
	<b>Total</b>	89	100.0%
	<b>Skipped/Missing</b>	115	

<b>C 28</b>	<b>Please rate your overall satisfaction with your child's dental care</b>	<b>Answer</b>	<b>% Total</b>
	<b>Satisfied - Why?</b>	53	77.9%
	<b>Neither satisfied nor dissatisfied</b>	11	16.2%
	<b>Very dissatisfied - What do you suggest to improve your satisfaction?</b>	4	5.9%
	<b>Total</b>	68	100.0%
	<b>Skipped/Missing</b>	136	

<b>C 58</b>	<b>What is your relationship to your child?</b>	<b>Answer</b>	<b>% Total</b>
	<b>Mother</b>	179	89.5%
	<b>Father</b>	2	1.0%
	<b>Grandparent</b>	11	5.5%
	<b>Legal Guardian</b>	8	4.0%
	<b>Total</b>	200	100.0%
	<b>Skipped/Missing</b>	4	

<b>C 59</b>	<b>How old is your child?</b>	<b>Answer</b>	<b>% Total</b>
	<b>6 months or less</b>	11	5.5%
	<b>7 - 11 months</b>	15	7.5%
	<b>1 year</b>	14	7.0%
	<b>2 years</b>	23	11.5%
	<b>3 years</b>	9	4.5%
	<b>4 - 5 years</b>	19	9.5%
	<b>6 - 10 years</b>	50	25.0%
	<b>11- 18 years</b>	55	27.5%
	<b>19 - 21 years</b>	4	2.0%
	<b>Total</b>	200	100.0%
	<b>Skipped/Missing</b>	4	

## APPENDIX 1

**Q-1**    **What language do you mainly speak at home?**

SPANISH  
SPANISH  
SPANISH  
SPANISH  
SPANISH  
SPANISH  
VIET NAMESE  
VIETNAM

**Q-6**    **Why did you change doctors?**

BAD ATTITUDE  
CALLED AND ASKED NURSE A QUESTION AND HER RESPONSE  
HAVE NEVER BEEN TO A COMMUNITY CARE DOCTOR  
HEARD ABT DR FROM A FRIEND  
I WAS 21 & COULDN'T GO TO MY CHILD DR  
MY DR LEFT,I FELL SICK AND I WAS HOSPITALIZED  
THEY SENT ME TO THAT DR AND I LIKE THEM  
TRYING NOT TO GO TO A CLINIC  
WAS REFERRED BY A FAMILY MEMBER

**Q-17**    **Was there a reason why the appointment(s) were missed ?**

BEC I SUFFER WITH PAIN IN MY HIP;DIFFICULT TO WALK  
DIDNT KNOW I HAD ONE  
DONT LIKE TO GO HAVE NOTHING  
DR HAD EMERGENCY  
DR.ANAND WANTED TO SEE HIM 4 DAYS EARLIER  
FALLING  
FAMILY PROBLEMS  
FORGOT TO CHECK VOICEMAIL FOR REMINDER  
HAD A COURT DATE  
HE WAS IN HOSPITAL  
I HAD TO WORK THAT DAY  
I WAS SICK/CONTAGIOUS  
NEED CARD  
SEE #16  
TOO SICK TO GO  
WAS SICK AND NO ONE ELSE COULD TAKE HIM

**Q-18**    **What would you suggest as a way to help you remember your doctor's or your child's doctor appointment?**

HE GIVES ME AN APPT CARD AFTER EACH VISIT  
I DONT KNOW IF SHE WORK FOR THE CUM CARE  
I WRITE ON CALENDAR  
LIKE KNOWING WHEN APPTS WAS DUE & MAKE APPT FOR US  
MOM HELPS ME  
PLEASE SEND ME A CARD  
RELIABLE MEDICAID TRANSPORTATION PEOPLE  
WALK IN

GIVE YOU A REMINDER CARD WHEN YOU ARE THERE  
HAVE ALTERNATIVE TRANSP IF I'M SICK  
I'VE NEVER MISSED AN APPOINTMENT  
MARK DATES ON CALENDAR OR SET APPTS ON CELL PHONE  
PUT ON CALENDAR OR REFRIDGERATOR DOOR  
REMINDER CARD AT OFFICE  
SET A REMINDER ON MY PHONE/CALENDAR  
WE ALWAYS GO TO HIS APPT  
WRITE ON THE COMPUTER

**Q-21 Did you call your CommunityCARE doctor or child's doctor for after hours care?**

BEC THERE'S AN ER DR ALREADY AVAILABLE  
BECAUSE I GO TO THE EMERGENCY ROOM  
BECAUSE I HAD NO MEANS OF TRANSPORTATION  
BECAUSE THEY CAN NOT BE REACHED AFTER HOURS  
BECAUSE THEY WERE CLOSED  
COULDN'T  
DECIDED TO GO TO LAKE AFTER HOUR  
DIDNT HAVE NO REASON  
DIDNT KNOW I COULD  
DIDNT KNOW I COULD.WAITED OR WENT TO ER  
DIDNT KNOW I HAD TO CALL  
DIDNT NEED HIM  
DIDNT NEED IT  
DIDN'T NEED TO  
DONT HAVE ANYONE ON CALL EXCEPT FOR UNION GEN HOSP  
DONT KNOW HOW TO GET INTOUCH WITH THE DR  
ER  
HE WILL NOT SHOW UP  
I COULD NOT BREATH AND NEEDED CARE RIGHT AWAY  
I DID HAVE TOO!  
I DON'T KNOW IF THAT IS AVAILABLE  
I HAVE NO REASON TO  
IT WAS AFTER HOURS  
IT WAS AN EMERGENCY  
IT WASN'T AN EMERGENCY  
KNEW THEY WERE NOT OPEN  
N/A  
NEED CARD  
NO AFTER HOUR NUMBER  
NO ONE ON CALL  
NOT OPEN AFTER HOURS  
SCHEDULED VISIT AFTER ER VISIT 2 DAYS LATER  
SUSPECTED BROKEN RIB-NEEDED XRAY FOR CONFIRMATION  
THE CLOSE  
THE OFFICE IS CLOSED  
THERE IS NO AFTER HOURS EXCEPT FOR EMERGENCY ROOM  
THERE IS NONE THAT I AM AWARE OF  
THERE WOULD BE NO NEED  
THEY TELL YOU TO COME IN ANOTHER DAY  
TOO SICK TO THINK  
WAITED TO GET AN APPOINTMENT THE NEXT DAY  
WAS AFRAID HE WOULD NOT DO ANYTHING OR YELL AT ME  
WAS NOT NEEDED  
WAS NOT OPEN  
WENT STRAIT TO ER FASTER  
WENT TO THE ER

**Q-22 Where do you or your child get after hours medical care?**

911 EMERGENCY  
CALL DR. KUPLESKY'S HOUSE  
CALL PEDIATRICIAN  
DAVID RAINES  
DID NOT HAVE TO  
DID NOT NEED  
DOCTOR SAW CHILD AFTER HOURS  
DR. STAYS OPEN LATE ONE DAY A WEEK FOR LATE HOURS  
DRUG STORE-CALL DOCTOR  
HAVE NOT HAD THE NEED FOR ONE  
HAVEN'T HAD THIS PROBLEM YET  
HAVEN'T HAD TO SO FAR  
HAVNT NEEDED ANY  
I CALL THE DOCTORS ANSWERING SERV & HE CALLS BACK  
I DIDN'T  
I WAIT TIL MY APPOINTMENT  
I WAITED UNTIL THE NEXT DAY  
MY MOTHER  
ON CALL DOCTOR  
QUICK CARE  
TREATMENT AND OBSERVATION OF SYMPTOMS AT HOME  
WAIT UNTIL  
WE WAIT UNTIL THE NEXT MORNING TO GO TO THE DR.

**Q-26 Why was it not easy for you or your child to get the after hours medical care you thought you or your child need?**

AFTER HOUR HELPLINE CAN'T SEE MEDICAL HISTORY  
CALL 911 OR GO TO HOSPITAL  
CLOSE AT DIFF HOURS  
DID NOT NEED AFTER HOUR CARE  
DIDNT CALL  
DIDN'T NEED IT  
ER WAITS ARE LONG AND ANNOYING  
HAVE NOT NEEDED, WLD GO TO ER  
HAVEN'T NEEDED SO FAR  
HAVNT NEEDED ANY  
HOSPITAL TAKES TOO LONG  
I DID NOT HAVE THE DOCTOR THEN  
I DIDNT HAVE A PHONE MOST OF THE TIME  
I DIDN'T NEED TO  
IF AFTER HOURS HAVE TO GO TO ER  
IF BAD HOSPITAL NO PROBLEM THANK YOU  
IF NOT AN EMERG I HAVE TO WAIT TIL NXT DAY FOR APP  
IF NOT EMERGENCY I WOULD BE CHARGED  
NEVER HAD TO GO TO HOSPITAL  
NEVER KNEW HAD A 24 HR LINE  
NEVER NEEDED  
NEVER NEEDED AFTER HOUR CARE  
NO MEDICAL INSURANCE WENT TO EMERGENCY ROOM  
NO TRANSP AND DOES NOT GIVE MEDS AFTER HRS  
NO TRANSPORTATION  
NONE  
NONE OF THE ABOVE  
NURSE LINE SUGGEST ER AND THAT IS NOT AFFORDABLE  
SUSPECTED BROKEN RIB REQUIRING XRAY FOR CONFIRMATI  
TAKIN TO ER  
TRANSPORTATION NOT AVAILABLE

YOU SEE A DOCTOR FOR EMERGENCY WHEN YOU ARE SICK

**Q-33 Why was it not easy to get a referral for you or your child?**

ADHD  
BEC I NEED MORE THAN 3 REFERRALS FOR SPECIALIST  
CALLED SPECIALIST ON MY OWN  
CAN'T AFFORD A SPECIALIST  
DR.'S AND NURSES ARE GOOD  
HAD TO SEE COMM CARE DR JUST TO GET A REFERRAL  
HADTO FIND ONE THAT TAKE MEDICAID LONG WAITING LIS  
I DIDNT CALL IN A TIMLEY MANNER  
NEVER GOT BACK IN TOUCH ALWAYS A RUN AROUND  
NO SPECIALIST IN CLOSE AREA  
NOT NEEDED  
NOT TOO MANY SPECIALIST SEE PATIENTS WITH MED CARD  
OFFICE STAFF  
OTHER PROBLEMS  
RUDE  
THEY ALWAYS WANTED ME TO SEE SOMEONE ELSE  
THEY TELL YOU TO COME IN AND DO ALL KIND OF TEST  
WAS TOLD SPECIALIST DIDN'T ACCEPT MEDICAID APPT.S

**Q-36 Why was it not easy for you or your child to get an appointment with a specialists?**

ALL OF THE ABOVE  
DR.OFFICE SD THEY WOULD CALL WITH APPT BUT DIDNT  
NEEDED REFERRAL

**Q-37 What type of specialist(s) have you or your child seen?(May choose more than one)**

CARDIOLOGIST  
COLON  
C-SECTION  
EAR,NOSE & THROAT  
EYE SPECIALIST  
EYES = FOOT = KIDNEYS  
GASTRO AND TRANSPLANT  
GASTRO INTERNAL AND BONE  
GASTRO INTEROLOGIST  
GASTROENTEROLOGIST,NEUROLOGIST  
HEAD SPECIALIST  
HEART SURGEON/ARTHRITIS SURGEON  
IM NOT SURE  
INTERNAL MEDICINE  
KIDNEY SPECIALIST  
KIDNEY SPECIALIST, TUMOR SPECIALIST  
KIDNEY-EYE  
LIVER  
LIVER  
NEPHROLOGIST  
NEPHROLOGY KIDNEY  
OPTOMITRIST  
PARKINSONS  
PODIATRIST  
PODIATRIST  
PODIATRIST  
PODIATRIST,OPHTHAMOLOGIST  
PULMONOLOGIST  
RHEUMATOLOGIST

URI IN SHREVEPORT DR VAN SAVAGE UROLOGY AT LSUMC
ARTH BLOOD WORKJUST TO SEE IF EVERYTHING WAS OK BOWEL DR CARDIOLOGY DENTAL DENTIS-PODIATRIST-HEMOTOLOGIST DENTIST DR.MARK POSNER UROLOGY/BLADDER E.N.T. SURGEON EAR DR ENT,PVO EYE DOCTOR FOR HIS LIVER AND SEIZURE HEADACHE HEART HEART DOCTOR HEART DOCTOR ENDOCRINOLOGIST NA NEUROLOGIST (PEADTRICIAN) NOSE SPECIALIST OPHTHALMOLOGIST ORTHOPEDIC PED CARDICIST PEDIATRIC PULMONOLOGIST SPEECH AND HEARING SPECIALIST UROLOGIST UROLOGIST YEAR AGO- CARDIOLOGIST AND NEUROLOGIST

**Q-40 Please rate your overall satisfaction with the CommunityCARE Member Hotline**

COURTEOUS,HELP AND INFORMATIVE REPRESENTATIVES COURTEOUS,NICE AND PATIENT GOOD SERVICE HELPFUL N/A RECEIVED NEEDED ANSWERS SHE WAS VERY PLEASANT AND EXPLAINED WELL SO FAR IM OK THEY HELP ME SOMETIMES THEY HELPED ME FIND A DR.IN THE AREA THEY HELPED ME OUT ALOT THEY WERE FRIENDLY AND NICE THEY WERE HELPFUL
--

**Q-47 Why did you call the 24-Hour Nurse Helpline? (Other reason selected)**

CHANGED COMMUNITY CARE DR. I CALLED THEM TO ASK QUESTIONS I WAS HAVING TROUBLE BREATHING AND WANTED TO KNOW NEEDED ASSISTANT FOR ES WASNT SURE ABOUT TAKING CHILD TO ER OR WAIT FOR DR
--

Q-49a

Has you're your general health or your child's general health improved since being assigned to the CommunityCARE program (Yes was selected)

ABLE TO GET THE HEALTH CARE NEEDED TO STAY HEALTHY  
ABLE TO SEE DOCTOR WHEN NEEDED  
ALL ARE HEALTH AND SMART  
ALL IS FINE  
ALLERGIES ARE UNDER CONTROL  
ASTHAM BETTER;HEART& BLOOK PRESSURE  
ASTHMA UNDER CONTROL  
BECAUSE SHE CAN GET TEH CARE THAT IS NEEDED  
BEING WELL  
CONSISTENT CARE GOOD RECOMMENDATIONS  
DR IS WATCHFUL AND ATTENTIVE  
EASY  
FREQUEST VISTIS  
GIVEN THE PROPER TREATMENT WHEN NEEDED  
HAS STOMACH PROBLEMS. DR FINDS TREATMENT  
HAVENT BEEN SICK  
HE GET GOOD CARE AND HES DOING BETTER  
HE IMPROVES WITH THE HELP HE GETS AND GROWS  
HE WAS SERVED WITH EXPERIENCE STAFF  
HEALTHY BECAUSE OF ROUTINE CARE. THANK YOU!  
HEALTHY CHILD  
HER ASTHMA IS BETTER AND NOT ON AS MUCH MEDICINE  
HER DR TALKS TO HER ABOUT HER ILLNESS  
HER HEALTH HAS STAYED THE SAME WHICH IS GOOD  
HIS BLOOD PRESSURE IS UNDER CONTROL  
HIS SKIN ALLERGY HAS GOTTEN BETTER  
I KNOW WHATS WRONG WITH HER RIGHT AWAY  
I'M ABLE TO TAKE HIM TO THE DR. WHEN NEEDED  
IM SATISFIED WITH THE ASSISTANCE I RECEIVE  
I'M SO THANKFUL FOR ALL THE PROGRAMS  
LESS ALLERGIES AND EAR INFECTIONS  
LESS ILLNESSES  
MY CHILD DOES NOT HAVE TO WAIT  
MY SON HAD MENIGITIS AT 1 MONTH OLD,NOW HEALTHY  
NEEDED CARE  
NO PROBLEMS  
NOT AS SICK  
RECEIVED TREATMENT WHEN NEEDED  
REGULAR VISITS  
SEEN A SPECIALIST W/NO PROBLEM  
SHE CAN GET THE HELP THAT SHE NEEDS  
SHE HAS ASTHMA BUT DOESN'T HAVE AS MANY ISSUES NOW  
SHE SEES HIM REGULARLY  
SINCE SEEING THE ENT THAT I FOUND MYSELF  
SKIN HAS IMPROVED. NOT SICK AS MUCH  
STAYS WELL, CATCHES LITTLE THINGS QUICKLY  
THE DR IS FRIENDLY  
THE NEW DOCTOR HAS LISTENED TO MY CONCERNS  
THEY GIVE ME ALL THE INFORMATION I NEEDED  
THEY HAVE DOCTOR  
THEY HAVE THERE UPS AND DOWN DAYS  
THEY KNOW SO MUCJ=H ABOUT HER ALLERGYS  
THEY SPEAK BOTH LANGUAGE AND INTERACT WITH CHILD  
VERY HEALTHY BEFORE AND PRESENT. BLESSED  
VISITS HAVE BEEN CUT DOWN, GOES EVERY OTHER MNTH  
WHATEVER THE DOCTOR PRESCRIBES WORKS

YES BEC SHE WAS PROVIDED WITH THE MEDS NEEDED

**Q-49b** Has you're your general health or your child's general health improved since being assigned to the CommunityCARE program (No was selected)

ALLERGIES AND ASTHMA  
CANT FIND OUT SHE IS STILL HAVE SEIZURES  
CHILD DOESNT HAVE BAD HEALTH PROBLEMS  
HE HAS BEEN HEALTHY  
HE HAS BEEN PRETTY HEALTHY  
HE IS A HEALTHY CHILD  
HE IS GENERALL HEALTHLY WAITING ON SPECIALIST  
HE'S ALWAYS BEEN A HEALTHY CHILD  
HE'S ALWAYS BEEN HEALTHY  
IT'S CONSTANT NO CHANGE  
MY CHILD IS HEALTHY & IS RARELY SICK  
NEVER REALLY GET SICK  
NO MAJOR HEALTH PROBLEMS  
NO SICKLY TO BEGIN WITH  
RECIEVED MAJORITY OF THIS CARE AT HOME  
RONDELL HASN'T NEEDED TO VISIT THE DR.  
SAME NO CHARGE  
WAS NEVER A SICKLY CHILD ONLY SUFFER FROM OCCASION  
WAS NORMAL AND IS NORMAL

**Q-50a** Please rate your satisfaction with all of your health care or your child's health care in the last 6 months? (Very satisfied Selected)

AWESOME  
B/C WE HAVE BEEN REFERRED TO A HEART DOCTOR  
BEC THEY DO WHAT THEY CAN TO TREAT ME  
DR LISTENED TO MY CONCERNS  
DR SEES ME WHEN I NEED  
ECH SPECIALIST TOOK TIME TO EXPLAIN THINGS  
FEEL BETTER  
GOOD FOLKS  
HAVE NOT BEEN ILL  
HELP TO KEEP ME STRONG IN MY HEALTH  
HELP WHEN NEEDED  
I AM SATISFIED BECAUSE THEY LISTEN  
I DIDN'T KNOW WHAT TO DO SO I CALL TO ASK FOR HELP  
I DONT HAVE A PROBLEM GETTING WAITED ON  
I GOT THE PROPER CARE NEEDED  
I HAVE HELP NOW  
I SAW THE DR I NEEDED TO SEE  
I WENT TO THE ER & THEY TOOK GOOD CARE OF ME  
ILLINIESS IMPORVED = CELLITIS  
JUST STARTED THE PROGRAM SO FAR SO GOOD  
MY CHILD GETS THE CARE SHE NEEDS WHEN SHE NEEDS IT  
N/A  
N/A  
NOT USED  
NOW I HAVE CONTROL SO FAR  
SOMEWHAT  
THE DOCTORS ARE VERY KNOWLEDGABLE  
THEY ARE GOOD DRS  
THEY ARE VERY HELPFUL  
THEY TREAT ME GOOD



TOOK GOOD CARE OF ME  
WE LOVE DR CHAUDRY

ALL APPTS MADE FOR ME;VERY PLEASANT ATMOSPHERE  
ALL THEIR NEEDS HAVE BEEN MEET  
ALWAYS CONCERNED  
ALWAYS FAST AND DIAGONSED RIGHT  
BECAUSE HE WAS TREATED  
BECAUSE OF I KEEP UP WITH MY DOCTOR  
BECAUSE THE DOCTOR AND STAFF ARE GREAT  
BECAUSE THEY HELP ME WHEN IT'S NEEDED  
DENTIST  
DR TAKES TIME TO LOOK AT OVERALL PICTURE  
DR. KRISHEN IS THE BEST  
DR.& STAFF INFORMATIVE AND VERY NICE  
EVERYTHING GOING GOOD  
EXCELLENT  
EXCELLENT! THEY ARE THERE WHEN NEEDED!  
FEEL SO MUCH BETTER  
GETTING GOOD CARE  
GOOD CARE  
GOOD DOCTOR  
GOOD JOB RENDERED  
GOOD SERVICE  
GREAT HEALTHCARE  
GROWING HEALTHY WITH A GREAT DOCTOR OR OVERSEE  
HELPFUL  
HIS MEDICATIONS IS GOOD  
I AM IN GOOD HEALTH AND GOING GOOD  
I AM RECEIVING MEDICAL CARE REGULAR  
I AM STILL ALIVE AND BREATHING  
I CAN MOVE AROUND WITHOUT BREATHING DIFFICULTY  
I GOT THE RIGHT TREATMENT  
I LIKE MY PRIMARY CARE PHYSICIAN  
LISTEN TO ME  
MY DR IS CARING AND WORKS HARD TO HELP  
N/A  
N/A  
NEEDS WERE ADDRESSED  
NO ANSWER  
NO ANSWER  
NO ANSWER  
NO COMPLAINTS  
NO PROBLEMS WITHIN THE LAST 6 MONTHS  
NONE  
OUTSTANDING CARE  
PRETTY GOOD  
QUALITY CONTINUOUS CARE  
SHE'S DOING FINE  
SWTICED DOCTORS  
TAKES CARE OF MY HEALTH AND FRIENDLY  
THE DOCTOR AND NURSES ARE VERY FRIENDLY  
THEY ALWAYS HELP WHEN NEEDED  
THEY ARE VERY HELPFUL AND NICE  
THEY DO A GOOD JOB  
THEY GIVE GOOD SERVICE  
THEY TAKE GOOD CARE OF MY CHILD  
THEY TAKE GOOD CARE OF MY CHILDREN  
VERY

	<p>VERY HAPPY WITH DR</p> <p>VERY KNOWLEDGABLE AND KIND</p>
	<p>ALL THE SERVICES I NEED</p> <p>ALWAYS CONCERNED</p> <p>AWESOME</p> <p>BEC MY CHILD WAS PROVIDED WITH THE CARE NEEDED</p> <p>BECAUSE HE HASN'T BEEN</p> <p>DR.TAKES GREAT CARE OF BOTH MY CHILDREN</p> <p>GOOD</p> <p>GOOD</p> <p>GREAT</p> <p>GREAT DOCTORS; GREAT CARE</p> <p>HAVE A GOOD DOCTOR AT A GOOD CLINIC</p> <p>HE WAS ABLE TO GET THE HEALTHCARE NEEDED</p> <p>HE'S A HEALTHY CHILD</p> <p>I DON'T HAVE TO GO VERY OFTEN</p> <p>SATISFIED WITH THE DOCTOR'S CARE</p> <p>SHE IS A WELL CHILD</p> <p>THE DOCTOR TAKES TIME TO EXPLAIN EVERYTHING TO ME</p> <p>THE SERVICE WAS FAST SERVING THE PATIENT</p> <p>THEY ARE VERY GOOD DOCTORS</p> <p>THEY WERE VERY HELPFUL</p>

**Q-50b** Please rate your satisfaction with all of your health care or your child's health care in the last 6 months? (Very dissatisfied Selected)

	<p>GET A BETTER DOCTOR</p> <p>HAS DR DOESNT PAY ATTENTION WHEN I HAVE CONCERNS</p> <p>LOST MEDICAID B/C OF INCOME..LOST MY DR IN RESULT</p> <p>NEEDS TO BE URGENT CARE AVAILABLE FOR AFTER HOURS</p> <p>NOT ENOUGH PRIMARY PHYSICIANS</p> <p>REFERRALS NOT TO BE SO SPECIFIC</p> <p>STILL HAVENT GOTTEN BETTER;SAME CONDITION</p> <p>THEY TAKE CHILDREN'S SITUATIONS TOO LIGHTLY</p>
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**Q-53** Why have you or your child not used Medicaid Non-Emergency Transportation?

	<p>BECAUSE I DID NOT KNOW YOU CAN CALL THEM</p> <p>DAUGHTER TAKES CARE OF THAT</p> <p>DID NOT KNOW MEDICAID HAD TRANSPORTATION</p> <p>DIDN'T KNOW ABOUT TIL TODAY</p> <p>DIDN'T KNOW STEPS OR PROCEDURES TO TAKE</p> <p>DIDN'T NEED IT</p> <p>DIDNT NEED IT SO FAR</p> <p>DISABITED</p> <p>HAVE A PCA</p> <p>HAVE NO CAR</p> <p>I AM STILL ABLE TO DRIVE</p> <p>I DID NOT NEED IT</p> <p>I DIDN'T KNOW ABOUT IT</p> <p>I DON'T KNOW WHY</p> <p>I HAVE MY OWN TRANSPORTATION</p> <p>I HAVE TRANSPORTATION</p> <p>I HAVE TRANSPORTATION</p> <p>IDK</p> <p>MY DAUGHTER AND SISTER HELP ME OUT</p> <p>MY MOTHER TAKES ME TO THE DR WHEN I NEED</p> <p>MY PARENTS HAVE A TRUCK</p>
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MY WIFE DRIVES ME  
TO SICK TO USE OTHER TRANSPORTATION  
CANT DRIVE A CARE NURVES ARE VERY BAD  
CANT GET THE SERVICE  
DID NOT NEED TRANSPORTATION  
DIDN'T KNOW  
DIDNT KNOW HOW TO USE IT  
DIDNT KNOW IT WAS AVAILABLE  
DIDNT KNOW IT WAS AVAILABLE  
DIDNT NEED IT  
DIDN'T NEED IT  
DO NOT KNOW WHAT THIS IS  
DON'T KNOW ABOUT IT  
DONT KNOW HOW TO CONTACT  
DONT KNOW HOW TO USE  
HAS TRANSPOR  
HAVE MY OWN TRANSPORTATION  
HAVE OWN TRANSPORTATION  
HAVE OWN TRANSPORTATION  
HAVE TRANSPORTATIOIN  
I CAN GET A RIDE  
I CAN GET A RIDE  
I CAN GET A RIDE  
I CAN GET A RIDE  
I CAN GET A RIDE  
I CAN GET A RIDE  
I CAN GET A RIDE  
I DONT KNOW  
I DONT KNOW  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A RIDE  
I HAVE A RIDE  
I HAVE A RIDE  
I HAVE A RIDE  
I HAVE A RIDE  
I HAVE A RIDE  
I HAVE MY OWN TRANSPORTATION  
I HAVE MY OWN TRANSPORTATION  
I HAVE SOMEONE DESIGNATED TO DRIVE ME  
I HAVE TRANSPORTATION  
I NEVER NEED TO  
NEED A CARD  
NEITHER  
NO  
NO NEED  
NO NEED FOR IT  
NO NEEDED  
NOT NEEDED  
NOT NEEDED  
OWN MY CAR  
REQUESTED IT AND NEVER RECEIVED ANYTHING  
STOPPED IN FEBRUARY 09  
TAKES TOO LONG  
THEY DID NOT PROVIDE  
TO GO TO DOCTOR  
UNABLE TO GET SERVICE IN MY AREA  
UNAWARE

UNAWARE OF PROGRAM  
VERY SELDOM GET A RIDE

A FAMILY MEMBER HAS BEEN ABLE TO BRING ME  
ALWAYS FOUND MY OWN TRANSPORTATION  
BECAUSE I HAVE A VEHICLE  
BECAUSE I HAVE MY OWN TRANSPORTATION  
BECAUSE I HAVE TRANSPORTATION  
DID NOT KNOW ABOUT IT  
DID NOT KNOW IT EXISTED IN HER TOWN  
DID NOT NEED  
DID NOT NEED IT OR KNOW OF IT  
DIDN'T KNOW ABOUT IT  
DIDN'T KNOW ABOUT IT  
DIDNT KNOW ABOUT IT. USED AMBULANCE  
DO NOT NEED IT  
DO NOT NEED IT  
DON'T NEED IT  
DONT WANT TO BE LATE FOR APPTS. HAVE OWN TRANS.  
HAS A VEHICLE  
HAVE A VEHICLE  
HAVE FAMILY TRANSPORTATION  
HAVE MY OWN CAR  
HAVE MY OWN TRANSPORTATION  
HAVE MY OWN TRANSPORTATION  
HAVE MY OWN VEHICLE  
HAVE MY OWN VEHICLE  
HAVE TRANSPORTATION  
HAVE TRANSPORTATION  
HAVENT HAD TO  
I DON'T HAVE MY OWN TRANSPORTATION  
I DONT NEED IT  
I DONT THINK THEY WOULD COME OUT TO MY HOME  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A TRUCK  
I HAVE A VEHICLE  
I HAVE A WAY TO APPOINTMENTS  
I HAVE MY OWN CAR  
I HAVE MY OWN CAR  
I HAVE MY OWN TRANSPORTATION  
I HAVE MY OWN TRANSPORTATION AT THIS TIME  
I HAVE MY OWN VEHICLE  
I HAVE MY OWN VEHICLE  
I HAVE TRANSPORTATION  
I WAS CONCERNED ABOUT STAYING TOO LONG AT THE OFFI  
MY MOTHER PROVIDES ME WITH A CAR WHEN NEEDED  
NEVER NEED SERVICES  
NEVER WAS NECESSARY  
NO  
NOT AWARE  
NOT NEEDED  
NOT NEEDED  
ONCE OR TWICE, WHEN MY CAR WAS BROKE  
THE LONG WAIT TIME TO PICK YOU UP

WASNT NEEDED  
WE HAVE OUR OWN VEHICLE  
BECAUSE I HAVE A VEHICLE  
BECAUSE I HAVE TRANSPORTATION  
BECAUSE I NEVER HAD NON EMERGENCY MEDICAL REASONS  
BECAUSE WE HAVE A AUTOMOBILE  
DIDNT KNOW IT WAS AVAILABLE  
DIDN'T KNOW IT WAS AVAILABLE  
DIDN'T NEED IT  
DIDN'T NEED TO  
DIDN'T NEED TO  
DO NOT KNOW  
DROVE CHILDREN MYSELF  
FAMILY PROVIDES TRANSPORTATION  
GOT MY OWN CAR  
HAVE MY OWN VEHICLE  
HAVE OWN  
HAVE OWN TRANSPORTATION  
HAVE OWN TRANSPORTATION  
HAVE OWN TRANSPORTATION  
HAVE OWN TRANSPORTATION  
HAVE TRANSPORTATION  
HAVE TRANSPORTATION  
HAVE TRANSPORTATION TO GET THERE  
HAVE'NT HAD THE NEED FOR IT  
HAVEN'T HAD THE NEED YET  
HAVENT NEEDED IT  
HAVEN'T NEEDED IT HAVE PERSONAL TRANSPORTATION  
HE HAS NOT NEEDED IT  
I CAN DRIVE  
I DIDN'T KNOW ABOUT IT  
I DIDNT NEED AT TIME  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CAR  
I HAVE A CARE  
I HAVE MY OWN TRANSPORTATION  
I HAVE MY OWN TRANSPORTATION  
I HAVE MY OWN TRANSPORTATION  
I HAVE MY OWN VEHICLE  
I HAVE TRANSPORTATION  
I WASN'T AWARE I COULD USE IT  
NEVER HEARD OF IT  
NO NEED  
NO NEED  
NO NEED  
NO NEED  
NO NEED  
NOT AWARE AND HAS OWN TRANSPORTATION  
NOT NEEDED AT MOMENT  
OWN VEHICLE  
THANK GOODNESS I HAVE NOT YET NEEDED  
UNAWARE  
WAS NOT AWARE OF NEMT  
WE CAN GET A RIDE  
WE HAVE A CAR  
WE HAVE A RIDE  
WE HAVE A RIDE

WE HAVE A RIDE  
WE HAVE TRANSPORTATION

### Child Related Survey Answers

**Q-C28a Please rate your overall satisfaction with your child's dental care (Satisfied selected)**

AWESOME  
BEC THE DENTIST PROVIDED MY CHILD W/SRVCS NEEDED  
BEC THEY WERE VERY CURIOUSTY  
BECAUSE SHE WAS VERY KNOWLEDGABLE  
BECAUSE THEY TOLD ME EVERYTHING  
BECAUSE THEY TOOK TIME WITH MY CHILD  
CARING AND EXPLAINS WELL  
CAUSE WHEN ONE DENTISR COULDNT HANDLE THE JOB THEY  
COVERED ALL CONCERNS  
DENTISIT IS FRIENDLY TO CHILD AND RELAXES HER  
DENTIST OFFICE MADE APPOINTMENT RIGHT AWAY  
DENTIST WAS VERY NICE & MADE MY CHILD FEEL RELAXED  
DIRECT RE TEATMENT TREATS CHILD SPECIAL  
DOCTOR WORKS WITH KIDS VERY WELL  
DR. KIMBERLY RAYFORD  
FRIENDLY  
GENTLE, PATIENT  
GOOD  
GOOD SERVICE  
GOOD TREATMENT  
GOOD WITH KIDS  
GREAT  
HAD GOOD SERVICE  
HAS GOOD SERVICE  
HE IS VERY FRIENDLY AND MAKES HER FEEL COMFORTABLE  
INFORMS ME OF ANY PROBLEMS THEY SEE AT THE TIME  
MAKE VISIT AS PLEASED  
MD & STAFF VERY GOOD WITH KIDS  
MRS.BOLES KEEPS HER INFORMED ABOUT CHILD  
NO LONG WAITS, DOCTOR IS FRIENDLY  
NOT A LONG WAIT AND DENTIST DID A GOOD JOB  
PERSONALIZED CARE  
PROBLEM RESOLVED  
REGULAR DENTIST/HE GAVE IMMEDIATE REFERRAL  
SOMEWHAT SATISFIED. WAIT LONG TIME FOR AN APPT.  
SPECIALIZE IN PEDIATRIC DENTISTRY  
TELL YOU THE CONDITION OF TEETH  
THEY ARE GREAT WITH CHILDREN  
THEY ARE VERY HELPFUL  
THEY FIXED HIS TEETH  
THEY SEE YOU FAST  
THEY'RE GREAT WITH KIDS AND MY DAUGHTERS NOT SCARE  
THOURALLY CHECKED EACH TIME  
TO GET AND APPT WAS A LONG WAIT BUT WAS ROUTINE  
UNDERSTANDING  
VERY CARING, GREAT SERVICE  
VERY CHILD ORIENTED, COMFORTABLE  
VERY CONCERNED AND CARING  
VERY FRIENDLY AND KID-ORIENTED  
VERY GOOD  
VERY GOOD DENTIST  
VERY GOOD WITH HER

VERY WELL PLEASE

**Q-C28b Please rate your overall satisfaction with your child's dental care (Dissatisfied selected)**

DOESNT KNOW A GOOD DENTIST THAT ACCEPTS KIDMED  
LIMITED AND INCONVENIENT LOCATIONS  
NEED BETTER DENTIST/ LAST 2 DDS CHIPPED HIS TEETH  
THE WAIT IS TOO LONG TO SEE THE DENTIST